

December 13, 2017

The Honorable Representative Patricia A. Serpa  
State of Rhode Island General Assembly  
82 Smith Street, Providence, RI 02903

Dear Chairwoman Serpa:

Thank you for the ongoing opportunity to share information on the progress the State is making towards improving RI Bridges and the way in which we deliver health and human services to Rhode Islanders.

This submission shares data from **November 20, 2017 – December 3, 2017**.

Below, please find our monthly updates and attachments in addition to our standing bi-weekly submission points. The standard FNS data reports are not attached because, with FNS' permission, we have paused our submissions. When we resume submitting these reports we will include them in our bi-weekly submission.

Standing Bi-Weekly Updates and Attachments:

**1. Correspondences with federal partners –**

Please see the following attachments:

- DHS received a letter from FNS on 11/29/17. FNS completed a review of RI-UHIP contract amendment #44.
- DHS received a letter from FNS on 11/30/17 stating that FNS was shifting its focus to 3 key areas: self-sufficiency, integrity, and customer service.

**2. Number of off-cycle payments for the Child Care Assistance Program –**

74 off-cycle payments were made during this period.

**3. Interim payments for Long Term Services and Supports –**

10 off-cycle payments were made during this period.

Monthly Updates and Attachments:

**1. Update on staffing and training plans at the Department of Human Services**

Current staff: The Staff Development Unit (SDU) continues to train staff members on MAGI. In addition, the SDU held a Learning Lab session for all EOHHS staff members.

**2. Changes in State personnel involved with the project**

Maureen Wu was assigned as the CFO of the project on November 14, 2017.

### 3. Overall system improvements and focus areas

As we've indicated, our aim is to get the system to a place where it is correctly determining eligibility and making payments in a timely manner, accurately dispersing benefits, meeting federal requirements, providing workers with the tools necessary to be productive and customers with a user-friendly experience. To this end, on November 9, the State of Rhode Island committed to process the backlog of all expedited SNAP applications by November 19, and the backlog of all non-expedited SNAP applications by November 29. The State successfully met this goal by processing the backlogged expedited and non-expedited applications as noted by the Special Master in his report to the court on December 1. Further, DHS is working through remaining SNAP applications that need further client information (documentary or otherwise). This was accomplished by making these applications a priority and processing them using overtime workers on weekdays and weekends.

In addition to these goals, we have prioritized the smooth launch of HealthSource RI's Open Enrollment period which began on November 1. As previously mentioned, to ensure the stability of the system during the Open Enrollment period, the system will not be modified or enhanced in any significant way until February. Some minor maintenance improvements have continued throughout this change freeze period. Examples of this work in November includes:

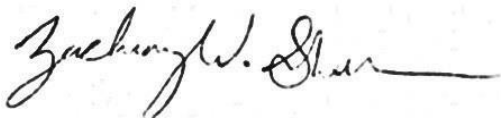
- General usability and data fixes to support open enrollment
- Additional fixes to technical batches required to support year-end processing as we move into the 2018 plan year

Attached Reports:

- Daily Health Report

Thank you for allowing us to provide details related to the State's RI Bridges improvement efforts. If you, or the Committee, have any further questions regarding the project, or any other matter, please do not hesitate to reach out to me directly.

Sincerely,



Zachary W. Sherman  
Director  
HealthSource RI

CC: Honorable Members of House Committee on Oversight